



# **NORTH CAROLINA DEPARTMENT OF TRANSPORTATION**

## **LEADERSHIP AND MANAGEMENT DEVELOPMENT ASSOCIATION (LMDA)**

### **CHAPTER GUIDE**

2006-2007



**Local Chapter of  
National Management Association**



# **Chapter Guide**

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## Section I

### Welcome to LMDA,

Thank you for joining or renewing your membership with the NCDOT Leadership & Management Development Association (LMDA). It is a pleasure to welcome you and congratulations on choosing to be a part of an exciting and motivated group of professionals. By becoming an LMDA member you have already made an important contribution to advancing your own professional interests and goals. I encourage you to participate fully in the activities of the Association in order to make the best use of your membership. We value your opinion and your suggestions, questions and concerns. For example, we hold monthly Board meetings that are open to any LMDA member and deeply welcome your contributions to our chapter newsletter. You will certainly see that there are plenty of opportunities to keep in touch, express your views, and get involved this year.

As you review the information included in your LMDA Chapter Guide, you will see that the 2006– 2007 Board of Directors has been working diligently to create an impressive schedule of events for the upcoming year. Enclosed you will find for your convenience a brief explanation of who we are and a 2006 – 2007 organizational chart. Also included is a short description of committees and other opportunities for involvement along with this year's Professional Development Courses and General Program Meetings.

I would like to challenge you to become involved. LMDA offers opportunities for several levels of involvement ranging from attendance, committee participation or representation on the Board of Directors. All of our programs, professional development, and community involvement activities are chosen by the membership. You can be a part of guiding these committees and making a difference in LMDA and what we can provide to NCDOT.

Our goals for the 2006– 2007 Year are focused on expanding our membership and the involvement opportunities for our members. We have developed an aggressive year of professional development courses and monthly programs, entitled “*Know Your DOT: Leadership in Action*”, that touch on various Divisions, Branches, and Units throughout the Department. Electronic versions of these documents will be provided on our web site, so feel free to pass them along to other professionals in the Department.

We have come a long way in the last several years and know that we can continue along this path, as long as we have your support. Working together, and supporting each other, LMDA can continue to produce the positive results that you have already seen. With this said I want to again thank you for joining our continually growing membership. Your interest and support is greatly appreciated. The door is always open and your ideas and suggestions are always welcome. Just remember to attend and get involved. If you have any questions about your membership or joining a committee, please contact me. Once again, welcome to LMDA. I wish you all the best in your professional career and your dedication to LMDA.

*Sincerely,*

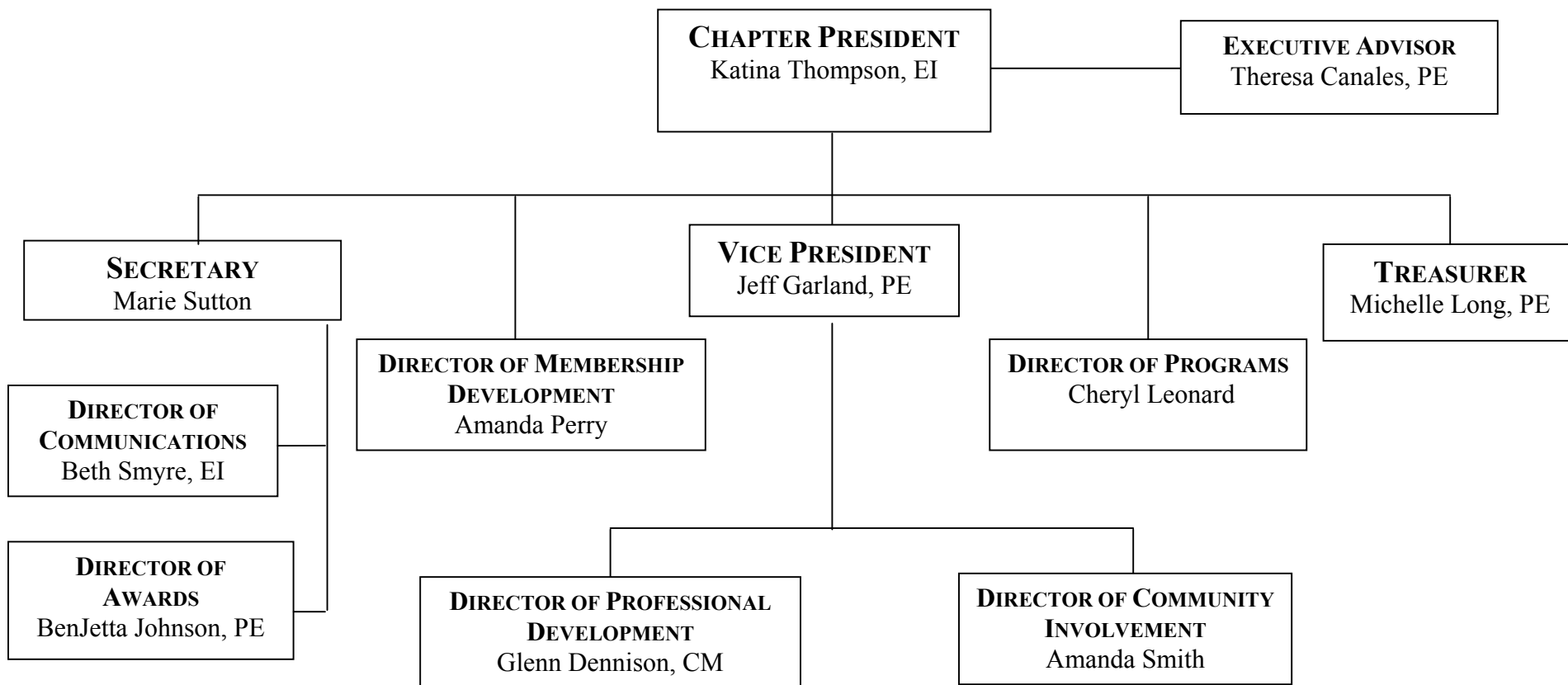


Katina S. Thompson, EI  
President, LMDA

[Ksthompson@dot.state.nc.us](mailto:Ksthompson@dot.state.nc.us)  
919.733.3690



## 2006-2007 CHAPTER ORGANIZATION





## Section II

### What is LMDA?

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The Leadership & Management Development Association is the NCDOT's Chapter of the National Management Association, or NMA, which is a professional organization focused on developing stronger leaders and managers.

### What Can You Gain from LMDA?

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#### Networking Opportunities

*The best benefit from being an active LMDA member is the opportunity to develop and improve professional relationships with managers from all facets of NCDOT and other State agencies. Expand your existing professional network and meet managers and peers that can provide advice from their own personal experience as you work through managerial and workplace issues in your career.*

#### Expand Your Knowledge Through Monthly Meetings

*Attend LMDA's General Meetings and expand your technical, supervisory, and managerial knowledge based on the experiences of various facilitators. Our monthly meetings are one-hour sessions where you can have lunch and learn from a technical presentation. Get involved now and help shape the focus of the upcoming year's monthly meetings.*

#### Benefit from Professional Development

*Be the first to know about upcoming Professional Development Courses and help influence what courses should be offered. All LMDA courses are selected by members, so get involved and schedule courses that will benefit you and your staff. Not only are they rewarding courses, but attendance in each Professional Development course also gives you a 25% discount toward renewing your LMDA and NMA Membership.*

### How Do You Join LMDA?

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Contact one of our Board Members listed below or visit our Web Site at [www.ncdot.org/lmda](http://www.ncdot.org/lmda)

***Don't Just Join. Become an Active Member.***

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KATINA THOMPSON, EI  
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### Section III

## PROFESSIONAL DEVELOPMENT COURSE DESCRIPTIONS, PROGRAMS, SPECIAL EVENTS and OPPORTUNITIES FOR INVOLVEMENT 2006-2007

### Professional Development Courses:

**Business Etiquette and Professionalism:** This course will review business etiquette and its role and discuss techniques for meeting people. It will discuss telephone and electronic etiquette. It will suggest good business meeting protocol and multicultural etiquette. (4 hours)

**Fat-Free Writing:** The activities and techniques will teach you to communicate clearly, correctly, and concisely; format documents for maximum impact; use shirtsleeve English to get your point across; tailor your communication to different learning styles; and simplify your messages to ensure they will get read. Paring your writing down to a distinct and concise message makes a huge difference in what your reader pays attention to and retains. Today's limited time, technological advances, and increased pace of communication means that every written word counts. You will learn critical skills for delivering messages with impact, such as constructing eye-catching subject lines and using parallel construction. (4-8 hours)

**Surviving Information Overload:** Newspapers, books, magazines, and the Internet tell us what we want to know when we want to know it. Reports, memos, e-mails, and voice mail help us transmit and receive information quickly and easily. With so much information coming at us constantly, it's no wonder many of us are living with information anxiety. Dig out of the avalanche of information they are bombarded with daily and to take back control of their time. (4 hours)

**Achieving Consensus:** The ability to work together, make decisions together, and implement them is critical for success in group activities. This course offers a practical approach to consensus building, explaining the concept of consensus, why it is important, and how it fits with other decision-making styles. It explores how to reach consensus and alignment, and provides necessary tools to help his or her team succeed. (4 hours)

**Correcting Performance Problems:** This course introduces students to performance problems and how they affect an organization. Students learn how to determine the severity of a performance problem, identify causes, approach employees who have problems, conduct effective feedback sessions, explain the impact of problematic behavior, address negative employee responses, and respond to employee reactions. Course activities also cover conducting an effective disciplinary meeting and determining whether you have sufficient cause and evidence to discipline an employee, and preparing for disciplinary action. Students will also learn how to document and use information about an employee's performance, and conduct a follow-up meeting with an employee. (7-8 hours)

**Change Management:** This course teaches students how to develop the skills to proactively address change and meet the challenges of transition in the workplace. Students will work with various employees to overcome the problems encountered when making changes in your organization. Students will also learn how to develop the ability to effectively handle organizational changes by examining the transition process and understanding their own, and others, needs and responses to each phase. (7-8 hours)

Course Dates: Early Oct, Mid Nov, Late Jan/Early Feb, Mid Mar, Late Apr, Early Jun



North Carolina Department of Transportation

**Leadership & Management Development Association**

**Know Your DOT – Leadership in Action**

**2006-2007 MONTHLY PROGRAMS**

**August 17**

**Membership Orientation & Goals**

**September 21**

**IMPACT: Public Information Office**

**October 19**

**Rail Safety Programs**

**November 16**

**Tag-It on the Guardrail** (former CPI award winner)

**December 13**

**Holiday Networking Luncheon**

**January 18**

**NCDOT Active Projects**

**February 15**

**PE Exam Prep**

**March 15**

**Environment & Beautification**

**April (TBA)**

**NCDOT CPI Conference**

**May 17**

**Mentoring Programs within NCDOT**

**June 21**

**Road Safety & Motor Vehicle Laws**



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## OPPORTUNITIES FOR INVOLVEMENT

**Committees:** LMDA has six separate committees with many opportunities for members to be involved. The following is a list and short description of each committee with the name and contact information for the committee chair. LMDA members may serve on any committee or multiple committees. To serve on a committee please contact the chairperson.

1. **Professional Development:** Glenn Dennison, 919.733.9513 [gdennison@dot.state.nc.us](mailto:gdennison@dot.state.nc.us)  
This committee plans, manages, and facilitates courses focused on leadership, management, and professional enrichment. This includes identifying subjects, which support members' desires and organizational goals but do not directly duplicate existing learning activities. The committee locates course facilitators, arranges for facilities, orders learning materials, and prepares the classroom environment. The committee arranges for professional development hour credits, maintains records of attendance, and issues certificates of completion.
2. **Communications:** Beth Smyre, 919.733.7844 ext.333 [bsmyre@dot.state.nc.us](mailto:bsmyre@dot.state.nc.us)  
This committee is responsible for the development of the LMDA "Management Insight" newsletter and "Post Card". The committee also submits articles for "In the Loop" and posts notices for upcoming events. Also has responsibility for communications both externally and internally.
3. **Programs:** Cheryl Leonard, 919.733.3083 [cleonard@dot.state.nc.us](mailto:cleonard@dot.state.nc.us)  
The Programs Committee is responsible for organizing the Program events for the LMDA for the year. This includes establishing event topics, acquiring guest speakers, reserving the meeting space, providing catering services, etc
4. **Community Involvement:** Amanda Smith, 919.250.4152, [arsmith@dot.state.nc.us](mailto:arsmith@dot.state.nc.us)  
This group plans and participates in several activities within the community throughout the year. Some examples are the Heart of Carolina Food Drive of the North Carolina Food Bank in late November and the Hugh O'Brian Youth Leadership Seminar at NCSU during the beginning part of June. We are always looking for new ideas to encourage others to join in the rewarding efforts of helping our community.
5. **Awards:** BenJetta Johnson, 919.250.4151 [benjettajohnson@dot.state.nc.us](mailto:benjettajohnson@dot.state.nc.us)  
This group oversees the NMA Recognition and Awards Program. This includes coordinating the "Manager of the Year" award presented at the annual CPI conference.
6. **Membership Development:** Amanda Perry, 919.733.2210 [amperry@dot.state.nc.us](mailto:amperry@dot.state.nc.us)  
This committee is responsible for promoting membership in LMDA within DOT. Activities include posting membership advertisements and membership drives.



**Section IV****NMA CODE OF ETHICS AND STATEMENT OF PRINCIPLES****NMA CODE OF ETHICS FOR MANAGEMENT**

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability. I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment and processes. I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen the management profession through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.
- I will recognize that leadership is a call to service.

**STATEMENT OF PRINCIPLES**

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's Code beliefs and provide the basis for the Association's Mission Statement.

- We believe in the highest standards of personal and organizational integrity and respect for the individual.
- We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.
- We believe that management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.
- We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.
- We believe that individuals and organizations have a community and civic responsibility.



North Carolina Department of Transportation

## Leadership & Management Development Association

NMA Chapter 618

P.O. Box 25039 Raleigh, NC 27611-5039

www.ncdot.org/lmda

☐ New Membership \$60\*

☐ Membership Renewal \$40\*

\*Professional Development Participation Credits can be substituted

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DIVISION/SECTION: \_\_\_\_\_

OFFICE MAILING ADDRESS: \_\_\_\_\_

MSC #: \_\_\_\_\_

P.O. Box or Street

City

State

ZIP

HOME MAILING ADDRESS: \_\_\_\_\_

P.O. Box or Street

City

State

Zip

EMAIL ADDRESS: NCDOT:

@dot.state.nc.us

Other: \_\_\_\_\_

WORK TELEPHONE #: (\_\_\_\_) \_\_\_\_-\_\_\_\_

FAX #: (\_\_\_\_) \_\_\_\_-\_\_\_\_

**SELECT THE COMMITTEE(S) YOU ARE INTERESTED IN BEING INVOLVED WITH:**

- ☐ **MEMBERSHIP DEVELOPMENT** (Plan and conduct recruiting & orientation activities)
- ☐ **AWARDS** (Plan and administer awards; e.g. "Manager of the Year")
- ☐ **COMMUNITY INVOLVEMENT** (Plan and participate in activities such as High School speech or essay contests or weekend leadership development seminars)
- ☐ **PROFESSIONAL DEVELOPMENT** (Plan and/or facilitate workshops or short courses)
- ☐ **PROGRAMS** (Plan and participate in monthly meeting programs or special events)
- ☐ **COMMUNICATION** (Develop newsletter and web site content)

APPLICANT: \_\_\_\_\_ DATE SIGNED: \_\_\_\_\_  
Signature

RECRUITED/NOMINATED BY: \_\_\_\_\_

**PLEASE SEND THIS APPLICATION AND DUES PAYABLE TO NMA TO:**

**NMA – NCDOT LMDA**

**ATTN: SECRETARY**

**P.O. Box 25039**

**RALEIGH, NC 27611-5039**

Board of Directors Approval Date: \_\_\_\_\_

Date sent to NMA National: \_\_\_\_\_

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